



The power of group process skills and analytical tools in improving performance

Improving Process Performance Workshop Description

Overview

As organizations are moving more toward using teams to increase organizational efficiencies, employees at all levels must become highly resourceful in the use of group process skills and analytical tools. *Improving Process Performance* helps employees learn how to work in teams to make processes measurably better.

Objectives

Upon completion of this workshop participants will be able to:

- Identify opportunities for process improvement.
- Use criteria to select the best opportunities.
- Describe the opportunity through a mapping process.
- Identify and quantify customer requirements.
- Identify and measure process performance.
- Display data using appropriate graphics.
- Identify gaps between customer requirements and process performance.
- Find why gaps exist.
- Identify solution(s) to reduce or eliminate gaps.
- Develop and implement plans to resolve gaps.
- Institutionalize changes throughout the organization.

Learning Methods and Delivery

Improving Process Performance utilizes the latest in adult learning methodology including case studies, group discussions, team and individual practice exercises and direct application opportunities.

Improving Process Performance can be delivered by our facilitators or certified client facilitators.

Target Audience

Anyone in the organization who can impact process improvements

Learning Time

16 to 24 Hours

Class Size

Typical class size 12 to 24



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